

Pharmacy Reengineering (PRE)
Inbound ePrescribing (IEP) 5.0
User Guide



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Revision History

Date	Version	Description	Author
11/01/2021	5.0	PSO*7.0*617: <ul style="list-style-type: none"> Updated all screen captures with the latest versions Included changes related to Controlled Substance and Controlled Substance eRx processing Updated Title page, Revision History, and Footers 	Liberty ITS
10/20/20	4.0	PSO_7_0_p581_UM updated: <ul style="list-style-type: none"> Updated all screen shots with the latest versions Added paragraph numbers to all paragraphs Updated terminology throughout to comply with NCPDP 2017071 standards Added “Prohibit Renewal Request” functionality details under Unit 3 Added New unit for RxChange Requests and Responses - Unit 5 Moved CancelRx Requests and Responses under Unit 6 Added RxRenewal Response – Replace Type under Unit 5 Added Note for RxVerify functionality under Unit 3 Added Note for Reject functional under Unit 3 	Technatomy
05/05/2020	3.0	PSO*7.0*610: <ul style="list-style-type: none"> Added note to indicate a minor change in the display of the Station ID drop-down list in the Reports tab Updated Title page, Revision History, and Footers 	Liberty ITS
03/23/2020	2.9	PSO*7.0*590: <ul style="list-style-type: none"> Added production application URL Updated Title page, Revision History, and Footers 	Liberty ITS
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08/27/2019	2.7	PSO*7.0*567 updated: <ul style="list-style-type: none"> Help Desk contact information/name Screen capture dates for ERX Lookback Days beginning with page 108 through 203 Corrected Figure 3-12 and reworded the bullets above Added Figure 3-13 Title page, TOC, LOF, and Footers 	Liberty ITS
05/07/2019	2.6	Updated document for the following: <ul style="list-style-type: none"> Standardized images throughout document Clarified patient DOB format under Table 3 Added Note to replace text “Dispense Notes” with “Substitutions” under Track/Audit Details screen in Section 5 Inbound/Outbound Message Detail 	Technatomy

Date	Version	Description	Author
		<ul style="list-style-type: none"> • Added Note to indicate the change of screen/page title from “Users” to “User Management” in section 2.2.5 User Management • Included description for ERX LOOK-BACK DAYS display on the Holding Queue’s Traditional View and Patient Centric Views in section in section 3.5.1.2.1. Non-Actionable records are those that are in the Holding Queue but are not displayed in the List View. All records acknowledged, removed, rejected, processed/completed and auto-canceled are non-actionable. Non-Actionable records further include: <ul style="list-style-type: none"> • RxRenewal Request • RxRenewal Response – Approved • RxRenewal Response – Approved with Changes (change to drug data only) • RxChange Request • CancelRx Response • Inbound Errors related to CancelRx Responses <p>For additional information on Actionable and Non-Actionable eRx Status Codes, refer to the tables in</p> <ul style="list-style-type: none"> • eRx Default Loopback Days • Replaced column label “LAST USER” with “LOCKED BY” and updated the description under Table 9 • Added the information for LOCKED BY column in section 3.5.2 Patient Centric View • Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-42, Figure 3-52, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-59, Figure 3-60, Figure 3-61, and Figure 3-68 for updated layout • Added Note and included to indicate to the user that a Provider’s DEA# has expired in section 3.6.2.3 Edit Provider • Removed reference to “Limited Duration” field from Validate Drug/SIG for the modified workflow in section 3.6.3.3 Edit Drug/SIG • Added description under Note for modified workflow in section 3.6.3.3 Edit Drug/SIG • Updated description for VistA Days Supply calculation in section 3.6.3.3.1 Additional Field-level Information • Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in section 3.6.3.3.2 Quantity/Days Supply work flow under Validate Drug/SIG > Edit: <ul style="list-style-type: none"> • Added Note to replace text “Qty Qualifier” with “Code List Qualifier” and replace, “DAW Code” with “Substitutions” in section 3.13 Complete Orders from OERR and Patient Prescription Processing • Added Note describing eRx Date, Date Written, Issue Date, and Written Date fields in section 3.13 Complete Orders from OERR and Patient Prescription Processing 	

Date	Version	Description	Author
11/09/2018	2.5	<ul style="list-style-type: none"> • Updated per HPS Review pgs. 55, 57, 87, 88, 90, 92, 194, and 195. • Updated Cover page to month of November (pg. i) (TWR, 508 accessibility checks, document is compliant) 	Technatomy
10/24/2018	2.4	Update TOC – Remove Graphic and reran TOC	Technatomy
08/27/2018	2.3	Technical Writer Review and 508 accessibility checks	Technatomy
08/01/2018	2.2	Updated screenshots and added RxRenewal Requests and Responses and CancelRx Requests and Responses sections	Liberty ITS
07/28/2018	2.1	Updated screenshots and added 30-day Lookback	Technatomy
4/12/2018	2.0	Updated screenshots to include 2.1 changes	Liberty ITS
11/15/2017	1.0	Baseline release: <ul style="list-style-type: none"> • Updated Table of Figures • Updates based on feedback from HPS • Updated screenshots and verbiage throughout the document, formatting, and sections Inbound ePrescribing Workflow and Summary/Details screen, Pharmacy Management section • Updates made based on changes made during SureScripts Certification and IOC Production Testing 	Technatomy

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5.5 RxChange Response Message Details View

When the user selects the RxChange Response from the eRx Holding Queue, the RxChange Response details display in the Message Details View. It displays the content of the RxChange Response, along with the relation to the RxChange Request message, and the original NewRx message.

5.5.1 Fillable RxChange Responses

eRx Holding Queue Display		Sep 30, 2020@15:55:58	Page: 1 of 7
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: 157.48(cm) (09/28/2020)		eRx WT: 81.19(kg) (09/28/2020)	
RXCHANGERESPONSE - APPROVED			
eRx Status: RXCHANGE RESPONSE - NEW			
Change Request Type: Therapeutic Interchange/Substitution			
*****MEDICATION PRESCRIBED*****			
eRx Patient Primary Telephone: [REDACTED]			
eRx Patient: [REDACTED]		DOB: [REDACTED]	
Vista Patient: [REDACTED]		DOB: [REDACTED]	
eRx Provider Primary Telephone: [REDACTED]			
eRx Provider: [REDACTED]		NPI: [REDACTED]	
Vista Provider: [REDACTED]		NPI: [REDACTED]	
eRx Drug: METFORMIN HCL 1000MG TAB			
eRx Qty: 90		eRx Refills: 2 eRx Days Supply: 45	
+ Enter ?? for more actions			
VP VALIDATE PATIENT	VM VALIDATE PROVIDER	VD VALIDATE DRUG/SIG	
P Print	RJ Reject	AC Accept eRx	
H Hold	UH Un Hold	RM Remove eRx	
Select Action:Next Screen//			

Figure 5.5-1: Response Message Details – Approved (D, G, T, S and OS Request Types)

eRx Holding Queue Display		Sep 30, 2020@15:56:37	Page: 3 of 7
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: 157.48(cm) (09/28/2020)		eRx WT: 81.19(kg) (09/28/2020)	
+ *****RXCHANGE RESPONSE INFORMATION*****			
APPROVED			
Response Date/Time: SEP 28, 2020@20:34:43			
Note: Approved RxChange Response for T type RxChange Request			
RxChange Response Comments:			
Comments By:			
Comments Date/Time:			
*****MEDICATION REQUESTED 1*****			
Drug: METFORMIN HCL 1000MG TAB			
Substitutions: YES			
Note: REQUESTING METFORMIN MEDICATION			
Qty: 90		Refills: 2 Days Supply: 45	
+ Enter ?? for more actions			
VP VALIDATE PATIENT	VM VALIDATE PROVIDER	VD VALIDATE DRUG/SIG	
P Print	RJ Reject	AC Accept eRx	
H Hold	UH Un Hold	RM Remove eRx	
Select Action:Next Screen//			

Figure 5.5-2: RxChange Response Information – Approved (D, G, T, S and OS Request Types)


```

eRx Holding Queue Display      Sep 30, 2020@16:02:12      Page:      1 of      6
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: 177.8(cm) (04/20/2020)      eRx WT: 90.26(kg) (04/20/2020)

RXCHANGERESPONSE - APPROVED WITH CHANGES
eRx Status: RXCHANGE RESPONSE - NEW
Change Request Type: Script Clarification
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone: [REDACTED]
eRx Patient: [REDACTED]      DOB: [REDACTED]
Vista Patient: NOT LINKED      DOB: N/A

eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED]      NPI: [REDACTED]
Vista Provider: [REDACTED]      NPI: [REDACTED]

eRx Drug: predniSONE 1 MG Oral Tablet
eRx Qty: 60      eRx Refills: 5      eRx Days Supply: 30
+ Enter ?? for more actions
VP VALIDATE PATIENT      VM VALIDATE PROVIDER      VD (VALIDATE DRUG/SIG)
P Print      RJ Reject      AC Accept eRx
H Hold      UH Un Hold      RM Remove eRx
Select Action:Next Screen//

```

Figure 5.5-3: RxChange Response Message Details – AwC (D, G, T, S and OS Request Types)

```

eRx Holding Queue Display      Sep 30, 2020@16:03:08      Page:      4 of      6
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: 177.8(cm) (04/20/2020)      eRx WT: 90.26(kg) (04/20/2020)
+
*****RXCHANGE RESPONSE INFORMATION*****
APPROVED WITH CHANGES
Response Date/Time: JUL 24, 2020@16:14:33
Note: ApprovedWithChanges RxChange Response for S type RxChange Request

RxChange Response Comments:
Comments By:
Comments Date/Time:

*****MEDICATION REQUESTED 1*****
Drug: predniSONE 1 MG Oral Tablet
Substitutions: NO
Note: Testing AL for AWC
Qty:      Refills: 1      Days Supply: 10
+ Enter ?? for more actions
VP VALIDATE PATIENT      VM VALIDATE PROVIDER      VD (VALIDATE DRUG/SIG)
P Print      RJ Reject      AC Accept eRx
H Hold      UH Un Hold      RM Remove eRx
Select Action:Next Screen//

```

Figure 5.5-4: RxChange Response Information – AwC (D, G, T, S and OS Request Types)

```

eRx Holding Queue Display      Sep 01, 2021@13:09:14      Page: 1 of 5
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: 167.64(cm) (10/05/2020)      eRx WT: 64.86(kg) (10/05/2020)

RXCHANGERESPONSE - VALIDATED      EPCS DEA VALIDATED
eRx Status: RXCHANGE RESPONSE - PRESCRIBER AUTH - NEW
Change Request Type: Prescriber Authorization
Change Request Sub Type: Prescriber must enroll/re-enroll in REMS
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone: [REDACTED]
eRx Patient: [REDACTED]      DOB: [REDACTED]
Vista Patient: NOT LINKED      DOB: [REDACTED]

eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED]      DEA#: [REDACTED]      NPI: [REDACTED]
Vista Provider: NOT LINKED      DEA#: [REDACTED]      NPI: [REDACTED]

```

Figure 5.5-5: RxChange Response Message Details – Validated (U Request Type)

```

eRx Holding Queue Display      Sep 01, 2021@13:10:07      Page: 3 of 5
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: 167.64(cm) (10/05/2020)      eRx WT: 64.86(kg) (10/05/2020)
+
*****RXCHANGE RESPONSE INFORMATION*****
VALIDATED
Response Date/Time: SEP 01, 2021@13:01:04
Note: DEA number Validation of DEA#

ID: [REDACTED]
Date: 2021-09-01

RxChange Response Comments:
Comments By:
Comments Date/Time:

VALIDATED reason code: GM
Code Description: Active Registration Status.

```

Figure 5.5-6: RxChange Response Information – Validated (U Request Type)

NOTE: When Prohibit Renewal Request flag is sent on an original NewRx, it is carried forward into the subsequent fillable RxChange Response and is displayed in the Message Details View. It is not displayed for a non-fillable RxChange Response.

5.5.2 Non-fillable RxChange Responses

eRx Holding Queue Display		Sep 01, 2021@13:43:07	Page: 1 of 6
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: 167.64(cm) (10/05/2020)		eRx WT: 64.86(kg) (10/05/2020)	
RXCHANGERESPONSE - APPROVED		EPCS DEA VALIDATED	
eRx Status: RXCHANGE RESPONSE - IN PROCESS			
Change Request Type: DUE (Drug Use Evaluation)			
*****MEDICATION PRESCRIBED*****			
eRx Patient Primary Telephone: [REDACTED]			
eRx Patient: [REDACTED]		DOB: [REDACTED]	
Vista Patient: [REDACTED]		DOB: [REDACTED]	
eRx Provider Primary Telephone: [REDACTED]			
eRx Provider: [REDACTED]		DEA#: [REDACTED] NPI: [REDACTED]	
Vista Provider: NOT LINKED		DEA#: [REDACTED] NPI: [REDACTED]	
+ Enter ?? for more actions			
VP VALIDATE PATIENT	VM VALIDATE PROVIDER	VD VALIDATE DRUG/SIG	
P Print	RJ Reject	AC Accept eRx	
H Hold	UH Un Hold	RM Remove eRx	
Select Action:Next Screen// [REDACTED]			

Figure 5.5-7: RxChange Response Message Details – Approved (P Request Type)

eRx Holding Queue Display		Sep 01, 2021@14:16:13	Page: 2 of 4
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: 167.64(cm) (10/05/2020)		eRx WT: 64.86(kg) (10/05/2020)	
+ *****RXCHANGE RESPONSE INFORMATION*****			
APPROVED			
Response Date/Time: SEP 01, 2021@13:55:07			
Note: Approved RxChange Response for P Type RxChange Request			
Prior Authorization:			
Prior Authorization Status:			
Drug Coverage Status:			
RxChange Response Comments:			
Comments By:			
Comments Date/Time:			
*****RXCHANGE REQUEST INFORMATION*****			
+ Enter ?? for more actions			
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)	
P Print	RJ (Reject)	AC (Accept eRx)	
H (Hold)	UH (Un Hold)	RM (Remove eRx)	
Select Action:Next Screen// [REDACTED]			

Figure 5.5-8: RxChange Response Information – Approved (P Request Type)

eRx Holding Queue Display		Sep 01, 2021@13:51	Page: 1 of 4
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: 167.64(cm) (10/05/2020)		eRx WT: 64.86(kg) (10/05/2020)	
RXCHANGERESPONSE - DENIED		EPCS DEA VALIDATED	
eRx Status: RXCHANGE RESPONSE DENIED			
Change Request Type: Prior Authorization Required			
*****MEDICATION PRESCRIBED*****			
eRx Patient Primary Telephone: [REDACTED]			
eRx Patient: [REDACTED]		DOB: [REDACTED]	
Vista Patient: NOT LINKED		DOB: [REDACTED]	
eRx Provider Primary Telephone: [REDACTED]			
eRx Provider: [REDACTED]		DEA#: [REDACTED] NPI: [REDACTED]	
Vista Provider: NOT LINKED		DEA#: [REDACTED] NPI: [REDACTED]	
+ Enter ?? for more actions			
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)	
P Print	RJ (Reject)	AC (Accept eRx)	
H (Hold)	UH (Un Hold)	RM (Remove eRx)	
Select Action:Next Screen//			

Figure 5.5-9: RxChange Response Message Details – Denied (All Request Types)

eRx Holding Queue Display		Sep 01, 2021@13:51:40	Page: 2 4
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: 167.64(cm) (10/05/2020)		eRx WT: 64.86(kg) (10/05/2020)	
+ *****RXCHANGE RESPONSE INFORMATION*****			
DENIED			
Response Date/Time: SEP 01, 2021@13:50:37			
Note: Denied because doctor prescribed the same medication			
RxChange Response Comments:			
Comments By:			
Comments Date/Time:			
DENIED reason code: AA			
Code Description: Patient unknown to the Provider			
*****RXCHANGE REQUEST INFORMATION*****			
Requested By: [REDACTED]			
+ Enter ?? for more actions			
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)	
P Print	RJ (Reject)	AC (Accept eRx)	
H (Hold)	UH (Un Hold)	RM (Remove eRx)	
Select Action:Next Screen//			

Figure 5.5-10: RxChange Response Information – Denied (All Request Types)

For all types of change responses, the Message History section links the RxChange Request Reference Number to the RxRenewal Response and to the Original NewRx message.

```

eRx Holding Queue Display      Oct 01, 2020@13:54:03      Page:      3 of      4
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: 157.48(cm) (09/28/2020)      eRx WT: 81.19(kg) (09/28/2020)
+
Code Description: Medication never prescribed for the patient

*****RXCHANGE REQUEST INFORMATION*****
Requested By: [REDACTED]
Request Date/Time: SEP 28, 2020@20:06:44

RxChange Request Comments:
Comments By:
Comments Date/Time:

*****MESSAGE HISTORY*****
Request Reference #: [REDACTED]
New eRx Reference #: [REDACTED]
Response eRx Reference #: [REDACTED]
Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print                    RJ (Reject)              AC (Accept eRx)
H (Hold)                  UH (Un Hold)            RM (Remove eRx)
Select Action:Quit//

```

Figure 5.5-11: RxChange Request Information and Message History

5.6 RxChange Response Process

5.6.1 Fillable RxChange Response Process

The following RxChange Response types have the same workflow in VistA Holding Queue.

- RxChange Response Message – Approved response type for request types, D, T, G, S and OS
- RxChange Response Message - Approved with Changes (AwC) response type for request types, D, T, G, S and OS
- RxChange Response Message - Validated response type for request type U

The fillable change responses display in the Holding Queue List View screen as an actionable entries. They can also be found using <MV> Message View or <SR> Search.

The statuses of the RxChange Response Message – Approved and AwC response types for request types, D, T, G, S and OS, are CXN (RxChange Response - New). The status of the RxChange Response Message – Validated is CXV (RxChange Response – Prescriber Auth - New).

When a fillable change response is received, the original is canceled in the Holding Queue and discontinued in Outpatient Pharmacy (if exists), and the change response is to be treated exactly the same way as a NewRx wherein the pharmacy user would exercise actions such as <VP>, <VM>, <VD> and so on.

NOTE: The workflow of a fillable change response is very similar to that of a NewRx record. For complete details about how to process a NewRx record, refer to section 3.3.1 NewRx

Message in User Manual Unit 3 Part 1 (PSO_7_0_P617_UM_31) available on the Veteran's Documentation Library (VDL).

For the sake of training, a full life cycle of fillable Approved RxChange Response will be discussed further.

PSO ERX HOLDING QUEUE			Oct 01, 2020@13:56:46		Page: 4 of 20	
PSO ERX HOLDING QUEUE			ERX LOOK-BACK DAYS: 120 (Jun 03, 2020)			
+	Patient	DOB	Drug	Provider	STA	Rec Date
46.			Topamax 100 MG Tablet		RJ	8/25/20
47.			Topamax 100 MG Tablet		CXI	8/25/20
48.			Topamax 100 MG Tablet		CXV	9/3/20
49.			METFORMIN HCL 1000MG		CXC	9/9/20
50.			prednisONE 20 mg tabl		CXP	9/11/20
51.			METFORMIN HCL 1000MG		CXQ	9/15/20
52.			FOSINOPRIL NA 20MG TA		CXN	9/16/20
53.			TERAZOSIN HCL 5MG CAP		CXD	9/28/20
54.			Lisinopril-Hydrochlor		CXD	9/28/20
55.			METFORMIN HCL 1000MG		CXN	9/28/20
56.			simvastatin 40 mg tab		CXV	9/28/20
57.			FOLIC ACID 1MG TAB		CXC	9/29/20
58.			Topamax 100 MG Tablet		CXV	8/25/20
59.			simvastatin 40 mg tab		CXN	8/25/20
60.			Lisinopril-Hydrochlor		CXI	8/25/20
+ Enter ?? for more actions						
SI Select Item		SO (Sort Entries)				
SR (Search Queue)		MV (Message View)				
Select Action:Next Screen//						

Figure 5.6-1: CXN Status in Holding Queue List View

eRx Holding Queue Display	Sep 22, 2021@10:17:33	Page: 1 of 4
eRx Patient: [REDACTED]		
eRx Reference #: [REDACTED]		
eRx HT: 129.54 (cm) (01/26/2018)	eRx WT: 28.12 (kg) (01/26/2018)	
NEWRX	EPCS DEA VALIDATED	
eRx Status: CANCELED DUE TO CHANGE		
eRx Patient Primary Telephone: [REDACTED]		
eRx Patient: [REDACTED]	DOB: [REDACTED]	
Vista Patient: [REDACTED]	DOB: [REDACTED]	
eRx Provider Primary Telephone: [REDACTED]		
eRx Provider: [REDACTED]	DEA#: [REDACTED]	NPI: [REDACTED]
Vista Provider: [REDACTED]	DEA#: [REDACTED]	NPI: [REDACTED]
eRx Drug: Cotempla XR-ODT 17.3 mg tablet [C-II]		
eRx Qty: 30	eRx Refills: 0	eRx Days Supply:
+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)
Select Action:Next Screen//		

Figure 5.6-2: Original eRx record auto-canceled in Holding Queue

The RxChange Response details displays the RxChange Response Message type.

eRx Holding Queue Display		Oct 01, 2020@14:07:31	Page: 1 of 7
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: 157.48(cm) (09/28/2020)		eRx WT: 81.19(kg) (09/28/2020)	
RXCHANGERESPONSE - APPROVED			
eRx Status: RXCHANGE RESPONSE - NEW			
Change Request Type: Therapeutic Interchange/Substitution			
*****MEDICATION PRESCRIBED*****			
eRx Patient Primary Telephone: [REDACTED]			
eRx Patient: [REDACTED]		DOB: [REDACTED]	
Vista Patient: [REDACTED]		DOB: [REDACTED]	
eRx Provider Primary Telephone: [REDACTED]			
eRx Provider: [REDACTED]		NPI: [REDACTED]	
Vista Provider: [REDACTED]		NPI: [REDACTED]	
eRx Drug: METFORMIN HCL 1000MG TAB			
eRx Qty: 90		eRx Refills: 2	eRx Days Supply: 45
+ Enter ?? for more actions			
VP VALIDATE PATIENT	VM VALIDATE PROVIDER	VD VALIDATE DRUG/SIG	
P Print	RJ Reject	AC Accept eRx	
H Hold	UH Un Hold	RM Remove eRx	
Select Action:Next Screen//			

Figure 5.6-3: RxChange Response - Approved (fillable) Details Screen

As the user continues to scroll, the RxChange Response Information section indicates the RxChange Response Message type is Replace.

eRx Holding Queue Display		Oct 01, 2020@14:08:34	Page: 3 of 7
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: 157.48(cm) (09/28/2020)		eRx WT: 81.19(kg) (09/28/2020)	
+ *****RXCHANGE RESPONSE INFORMATION*****			
APPROVED			
Response Date/Time: SEP 28, 2020@20:34:43			
Note: Approved RxChange Response for T type RxChange Request			
RxChange Response Comments:			
Comments By:			
Comments Date/Time:			
*****MEDICATION REQUESTED 1*****			
Drug: METFORMIN HCL 1000MG TAB			
Substitutions: YES			
Note: REQUESTING METFORMIN MEDICATION			
Qty: 90		Refills: 2	Days Supply: 45
+ Enter ?? for more actions			
VP VALIDATE PATIENT	VM VALIDATE PROVIDER	VD VALIDATE DRUG/SIG	
P Print	RJ Reject	AC Accept eRx	
H Hold	UH Un Hold	RM Remove eRx	
Select Action:Next Screen//			

Figure 5.6-4: RxChange Response - Approved (fillable) Information Section

When a user takes any action on the CXN/CXV record in the Holding Queue, the status of the record changes to CXI, which indicates that the record is in process.

PSO ERX HOLDING QUEUE			Oct 01, 2020@14:10:49		Page: 4 of 20	
PSO ERX HOLDING QUEUE			ERX LOOK-BACK DAYS: 120 (Jun 03, 2020)			
+	Patient	DOB	Drug	Provider	STA	Rec Date
48.			Topamax 100 MG Tablet		CXV	9/3/20
49.			METFORMIN HCL 1000MG		CXC	9/9/20
50.			predniSONE 20 mg tabl		CXP	9/11/20
51.			METFORMIN HCL 1000MG		CXQ	9/15/20
52.			FOSINOPRIL NA 20MG TA		CXN	9/16/20
53.			TERAZOSIN HCL 5MG CAP		CXD	9/28/20
54.			Lisinopril-Hydrochlor		CXD	9/28/20
55.			METFORMIN HCL 1000MG		CXI	9/28/20
56.			simvastatin 40 mg tab		CXV	9/28/20
57.			FOLIC ACID 1MG TAB		CXC	9/29/20
58.			Topamax 100 MG Tablet		CXV	8/25/20
59.			simvastatin 40 mg tab		CXN	8/25/20
60.			Lisinopril-Hydrochlor		CXI	8/25/20
61.			Lisinopril-Hydrochlor		CXN	9/16/20
62.			METFORMIN HCL 1000MG		N	9/14/20
+ Enter ?? for more actions						
SI Select Item			SO (Sort Entries)			
SR (Search Queue)			MV (Message View)			
Select Action:Next Screen//						

Figure 5.6-5: CXI Status in the Holding Queue

The user may select the record to view the fillable RxChange Response Details screen.

eRx Holding Queue Display	Oct 01, 2020@14:11:27	Page: 1 of 7
eRx Patient: [REDACTED]		
eRx Reference #: [REDACTED]		
eRx HT: 157.48(cm) (09/28/2020)	eRx WT: 81.19(kg) (09/28/2020)	
RXCHANGERESPONSE - APPROVED		
eRx Status: RXCHANGE RESPONSE - IN PROCESS		
Change Request Type: Therapeutic Interchange/Substitution		
*****MEDICATION PRESCRIBED*****		
eRx Patient Primary Telephone: [REDACTED]		
eRx Patient: [REDACTED]	DOB: [REDACTED]	
Vista Patient[v]: [REDACTED]	DOB: [REDACTED]	
eRx Provider Primary Telephone: [REDACTED]		
eRx Provider: [REDACTED]	NPI: [REDACTED]	
Vista Provider: [REDACTED]	NPI: [REDACTED]	
eRx Drug: METFORMIN HCL 1000MG TAB		
eRx Qty: 90	eRx Refills: 2	eRx Days Supply: 45
+ Enter ?? for more actions		
VP VALIDATE PATIENT	VM VALIDATE PROVIDER	VD VALIDATE DRUG/SIG
P Print	RJ Reject	AC Accept eRx
H Hold	UH Un Hold	RM Remove eRx
Select Action:Next Screen//		

Figure 5.6-6: CXI – Summary/Details screen

When the user completes accepting the validation of Patient, Provider and Drug on the fillable change response, the status changes to CXW, indicating that the record is now in waiting status.

PSO ERX HOLDING QUEUE			Oct 01, 2020@14:12:57		Page: 4 of 20	
PSO ERX HOLDING QUEUE			ERX LOOK-BACK DAYS: 120 (Jun 03, 2020)			
	Patient	DOB	Drug	Provider	STA	Rec Date
48.			Topamax 100 MG Tablet		CXV	9/3/20
49.			METFORMIN HCL 1000MG		CXC	9/9/20
50.			predniSONE 20 mg tabl		CXP	9/11/20
51.			METFORMIN HCL 1000MG		CXQ	9/15/20
52.			FOSINOPRIL NA 20MG TA		CXN	9/16/20
53.			TERAZOSIN HCL 5MG CAP		CXD	9/28/20
54.			Lisinopril-Hydrochlor		CXD	9/28/20
55.			METFORMIN HCL 1000MG		CXW	9/28/20
56.			simvastatin 40 mg tab		CXV	9/28/20
57.			FOLIC ACID 1MG TAB		CXC	9/29/20
58.			Topamax 100 MG Tablet		CXV	8/25/20
59.			simvastatin 40 mg tab		CXN	8/25/20
60.			Lisinopril-Hydrochlor		CXI	8/25/20
61.			Lisinopril-Hydrochlor		CXN	9/16/20
62.			METFORMIN HCL 1000MG		N	9/14/20
+ Enter ?? for more actions						
SI Select Item		SO (Sort Entries)				
SR (Search Queue)		MV (Message View)				
Select Action:Next Screen//						

Figure 5.6-7: CXW Status in the Holding Queue

The user may select the record to view the RxChange Response Details screen.

eRx Holding Queue Display		Oct 01, 2020@14:13:24		Page: 1 of 7	
eRx Patient: [REDACTED]					
eRx Reference #: [REDACTED]					
eRx HT: 157.48(cm) (09/28/2020)			eRx WT: 81.19(kg) (09/28/2020)		
RXCHANGERESPONSE - APPROVED					
eRx Status: RXCHANGE RESPONSE WAITING					
Change Request Type: Therapeutic Interchange/Substitution					
*****MEDICATION PRESCRIBED*****					
eRx Patient Primary Telephone: [REDACTED]					
eRx Patient: [REDACTED]			DOB: [REDACTED]		
Vista Patient[v]: [REDACTED]			DOB: [REDACTED]		
eRx Provider Primary Telephone: [REDACTED]					
eRx Provider: [REDACTED]			NPI: [REDACTED]		
Vista Provider[v]: [REDACTED]			NPI: [REDACTED]		
eRx Drug: METFORMIN HCL 1000MG TAB					
eRx Qty: 90		eRx Refills: 2		eRx Days Supply: 45	
+ Enter ?? for more actions					
VP VALIDATE PATIENT		VM VALIDATE PROVIDER		VD VALIDATE DRUG/SIG	
P Print		RJ Reject		AC Accept eRx	
H Hold		UH Un Hold		RM Remove eRx	
Select Action:Next Screen//					

Figure 5.6-8: CXW – Summary/Details screen

When the user accepts the RxChange Response record using <AC>, the status of the record changes to “CXP” (RxChange Response Processed), and it is not displayed in the list view. It can be found using <MV> Message View or <SR> Search.

PSO ERX HOLDING QUEUE				Oct 01, 2020@14:14:23		Page: 4 of 20	
PSO ERX HOLDING QUEUE				ERX LOOK-BACK DAYS: 120 (Jun 03, 2020)			
	Patient	DOB	Drug	Provider	STA	Rec	Date
48.			Topamax 100 MG Tablet		CXV	9/3/20	
49.			METFORMIN HCL 1000MG		CXC	9/9/20	
50.			predniSONE 20 mg tabl		CXP	9/11/20	
51.			METFORMIN HCL 1000MG		CXQ	9/15/20	
52.			FOSINOPRIL NA 20MG TA		CXN	9/16/20	
53.			TERAZOSIN HCL 5MG CAP		CXD	9/28/20	
54.			Lisinopril-Hydrochlor		CXD	9/28/20	
55.			METFORMIN HCL 1000MG		CXP	9/28/20	
56.			simvastatin 40 mg tab		CXV	9/28/20	
57.			FOLIC ACID 1MG TAB		CXC	9/29/20	
58.			Topamax 100 MG Tablet		CXV	8/25/20	
59.			simvastatin 40 mg tab		CXN	8/25/20	
60.			Lisinopril-Hydrochlor		CXI	8/25/20	
61.			Lisinopril-Hydrochlor		CXN	9/16/20	
62.			METFORMIN HCL 1000MG		N	9/14/20	
+ Enter ?? for more actions							
SI Select Item		SO (Sort Entries)					
SR (Search Queue)		MV (Message View)					
Select Action:Next Screen//							

Figure 5.6-9: CXP Status in Holding Queue

On the Outpatient side, a pending line entry is added for the user to finish the RxChange Response.

Medication Profile			Oct 01, 2020@14:15:52			Page: 3 of 4		
PID: [REDACTED]			<NO ALLERGY ASSESSMENT>			Ht (cm): [REDACTED] ([REDACTED])		
DOB: [REDACTED]			Wt (kg): [REDACTED] ([REDACTED])			BSA (m2): [REDACTED]		
SEX: FEMALE								
CrCL: <Not Found> (CREAT: Not Found)								
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
18	&	CARVEDILOL 6.25MG TAB	180	DC	>03-24	03-24	0	90
19	&	FAMOTIDINE 20MG TAB	60	DC	>09-30	09-30	0	30
20	&	MAGNESIUM COMPLEX 300MG TAB	90	DC	03-22	03-24	0	90
21	&	MELOXICAM 15MG TAB	30	DC	>08-12	08-12	0	60
22	&	OFLOXACIN 0.3% OPTH SOLN 5ML	5	DC	09-29	09-29	0	30
23	&	SIMVASTATIN 10MG TAB	60	DC	>08-04	08-04	1	60
24	&	TERAZOSIN HCL 5MG CAP	30	DC	>09-28	09-28	0	30
-----PENDING-----								
25	&	AMLODIPINE BESYLATE 10MG TAB	QTY: 45		ISDT: 08-12>		REF: 0	
26	&	METFORMIN HCL 1000MG TAB	QTY: 45		ISDT: 09-28>		REF: 3	
Enter ?? for more actions								
PU Patient Record Update			NO New Order					
PI Patient Information			SO Select Order					
Select Action: Quit// [REDACTED]								

Figure 5.6-10: Medication Profile – Pending Line Entry

The user may select the pending line entry to finish the RxChange Response and accept it.

RxChange Response is now an active prescription, which displays in the Active section of the Medication Profile.

Medication Profile		Oct 01, 2020@14:17:43		Page: 2 of 3				
PID: [REDACTED]		<NO ALLERGY ASSESSMENT>						
DOB: [REDACTED]		Ht (cm): [REDACTED] ()						
SEX: FEMALE		Wt (kg): [REDACTED] ()						
CrCL: <Not Found> (CREAT: Not Found)		BSA (m2): [REDACTED]						
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
9 &		IBUPROFEN 800MG TAB	10	A>	09-28	09-29	1	5
10 &		IRON POLYSACCHARIDE COMPLEX 150MG CAP	Qty: 60	A>	09-30	09-30	3	60
11 &		LISINOPRIL 10MG TAB	30	E>	08-10	08-10	0	30
12 &		LOSARTAN POTASSIUM 50MG TAB	90	A	09-29	09-29	0	90
13 &		METFORMIN HCL 1000MG TAB	45	A>	09-28	10-01	3	90
14 &		NYSTATIN 100000 UNT/GM CREAM	2700	A>	03-24	03-24	1	90
15 &		PREDNISONE 20MG TAB	8	A>	09-28	09-29	2	4
16 &		SIMVASTATIN 40MG TAB	90	A>	09-28	09-28	0	90
-----DISCONTINUED-----								
+ Enter ?? for more actions								
PU Patient Record Update				NO New Order				
PI Patient Information				SO Select Order				
Select Action: Next Screen// [REDACTED]								

Figure 5.6-11: RxChange Response to an active Rx in Active Section of the Medication Profile

Once the RxChange Response becomes an active prescription, the status of the RxChange Response in the Holding Queue changes to CXC (RxChange Response Completed).

PSO ERX HOLDING QUEUE		Oct 01, 2020@14:18:39		Page: 4 of 20	
PSO ERX HOLDING QUEUE					
ERX LOOK-BACK DAYS: 120 (Jun 03, 2020)					
+	Patient	DOB	Drug	Provider	STA Rec Date
46.	[REDACTED]	[REDACTED]	Topamax 100 MG Tablet	[REDACTED]	RJ 8/25/20
47.	[REDACTED]	[REDACTED]	Topamax 100 MG Tablet	[REDACTED]	CXI 8/25/20
48.	[REDACTED]	[REDACTED]	Topamax 100 MG Tablet	[REDACTED]	CXV 9/3/20
49.	[REDACTED]	[REDACTED]	METFORMIN HCL 1000MG	[REDACTED]	CXC 9/9/20
50.	[REDACTED]	[REDACTED]	prednisONE 20 mg tabl	[REDACTED]	CXP 9/11/20
51.	[REDACTED]	[REDACTED]	METFORMIN HCL 1000MG	[REDACTED]	CXQ 9/15/20
52.	[REDACTED]	[REDACTED]	FOSINOPRIL NA 20MG TA	[REDACTED]	CXN 9/16/20
53.	[REDACTED]	[REDACTED]	TERAZOSIN HCL 5MG CAP	[REDACTED]	CXD 9/28/20
54.	[REDACTED]	[REDACTED]	Lisinopril-Hydrochlor	[REDACTED]	CXD 9/28/20
55.	[REDACTED]	[REDACTED]	METFORMIN HCL 1000MG	[REDACTED]	CXC 9/28/20
56.	[REDACTED]	[REDACTED]	simvastatin 40 mg tab	[REDACTED]	CXV 9/28/20
57.	[REDACTED]	[REDACTED]	FOLIC ACID 1MG TAB	[REDACTED]	CXC 9/29/20
58.	[REDACTED]	[REDACTED]	Topamax 100 MG Tablet	[REDACTED]	CXV 8/25/20
59.	[REDACTED]	[REDACTED]	simvastatin 40 mg tab	[REDACTED]	CXN 8/25/20
60.	[REDACTED]	[REDACTED]	Lisinopril-Hydrochlor	[REDACTED]	CXI 8/25/20
+ Enter ?? for more actions					
SI Select Item		SO (Sort Entries)			
SR (Search Queue)		MV (Message View)			
Select Action: Next Screen// [REDACTED]					

Figure 5.6-12: CXC Status in the Holding Queue

Select the record to view the RxChange Response details screen.

eRx Holding Queue Display Oct 01, 2020@14:19:23 Page: 1 of 7

eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: 157.48(cm) (09/28/2020) eRx WT: 81.19(kg) (09/28/2020)

RXCHANGERESPONSE - APPROVED
eRx Status: RXCHANGE RESPONSE COMPLETE
Change Request Type: Therapeutic Interchange/Substitution
*****MEDICATION PRESCRIBED*****

eRx Patient Primary Telephone: [REDACTED]
eRx Patient: [REDACTED] DOB: [REDACTED]
Vista Patient[v]: [REDACTED] DOB: [REDACTED]

eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED] NPI: [REDACTED]
Vista Provider[v]: [REDACTED] NPI: [REDACTED]

eRx Drug: METFORMIN HCL 1000MG TAB
eRx Qty: 90 eRx Refills: 2 eRx Days Supply: 45

+ Enter ?? for more actions

VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)

Select Action:Next Screen//

Figure 5.6-13: RxChange Response Details Screen

The status of the corresponding RxChange Request changes to CRC (RxChange Request Completed).

PSO ERX HOLDING QUEUE Aug 31, 2021@16:42:11 Page: 1 of 1

PSO ERX HOLDING QUEUE

	Patient	DOB	Drug	Provider	STA Rec Date
1.	[REDACTED]	[REDACTED]	PHENOBARBITAL 32MG TA	[REDACTED]	CRN 8/31/21
2.	[REDACTED]	[REDACTED]	BELLADONNA OR OPIUM R	[REDACTED]	CRN 8/31/21
3.	[REDACTED]	[REDACTED]	METHADONE 10MG TAB	[REDACTED]	CRX 7/19/21
4.	[REDACTED]	[REDACTED]	COCAINE 5% SOLN.	[REDACTED]	CRC 6/25/21
5.	[REDACTED]	[REDACTED]	PHENOBARBITAL 100MG T	[REDACTED]	CRR 6/3/21

+ Enter ?? for more actions

SI Select Item	SO Sort Entries
SR (Search Queue)	MV (Message View)

Select Action:Quit//

Figure 5.6-14: CRC Status in the Holding Queue

Select the record to view the RxChange Request details screen.

eRx Holding Queue Display		Aug 31, 2021@16:44:47		Page: 1 of 4	
eRx Patient: [REDACTED]					
eRx Reference #: [REDACTED]					
eRx HT: 167.64(cm) (10/05/2020)			eRx WT: 64.86(kg) (10/05/2020)		
RXCHANGEREQUEST					
eRx Status: RXCHANGE REQUEST COMPLETE					
Change Request Type: Therapeutic Interchange/Substitution					
*****MEDICATION PRESCRIBED*****					
eRx Patient Primary Telephone: [REDACTED]					
eRx Patient: [REDACTED]			DOB: [REDACTED]		
Vista Patient: NOT LINKED			DOB: [REDACTED]		
eRx Provider Primary Telephone: [REDACTED]					
eRx Provider: [REDACTED]			DEA#: [REDACTED]		
Vista Provider: NOT LINKED			NPI: [REDACTED]		
			DEA#: [REDACTED]		
			NPI: [REDACTED]		
+ Enter ?? for more actions					
VP (VALIDATE PATIENT)		VM (VALIDATE PROVIDER)		VD (VALIDATE DRUG/SIG)	
P Print		RJ (Reject)		AC (Accept eRx)	
H (Hold)		UH (Un Hold)		RM (Remove eRx)	
Select Action:Next Screen//					

Figure 5.6-15: RxChange Request Details Screen

The <VP>, <VM>, <VD>, <Hold>, <UnHold>, <RJ>, <RM>, and <AC> actions are in parentheses (), therefore the user cannot select these actions for this message type.

The status of a RxChange Request record transitions from CRN, CRR, CRP to CRC. For more information about RxChange Request status codes, refer to [Table 11: Holding Queue Status Codes & Descriptions for RxChange Request Message Types](#) in [Appendix B: Holding Queue Status Codes & Descriptions](#) in Unit 6 (PSO_7_0_P617_UM_6) available on the Veteran's Documentation Library (VDL).

5.6.1.1 RxChange Response – Processing Error (CXE)

RxChange Response – Processing Error (CXE) is an actionable status used for fillable RxChange Responses if a failure occurs. One scenario is when a patient's Outpatient Profile record is locked in OERR and a fillable RxChange Response is attempting to auto-discontinue an eRx record at the same time. Another scenario is when a RxChange Request is sent out for a prescription, and it is manually discontinued before a response is received. Then, a fillable RxRenewal Response is sent for the prescription.

When a fillable RxRenewal Response record is in CXE status, the user can still process that record similar to a NewRx record after manually canceling the original in the Holding Queue and in Outpatient Pharmacy (if a record exists).

PSO ERX HOLDING QUEUE				Sep 01, 2021@14:02:01	Page:	1 of	1
PSO ERX HOLDING QUEUE							
ERX LOOK-BACK DAYS: Default value 365 (Sep 01, 2020)							
	Patient	DOB	Drug	Provider	STA	Rec	Date
1]			ALPRAZOLAM 0.25MG TAB		CXY	9/1/21	
2]			ALPRAZOLAM 0.25MG TAB		CXD	9/1/21	
3.			ALPRAZOLAM 0.25MG TAB		CXD	9/1/21	
4]			ALPRAZOLAM 0.25MG TAB		CXD	9/1/21	
5]			ALPRAZOLAM 0.25MG TAB		CXV	9/1/21	
6.			OXAZEPAM 10MG CAP		CXE	9/1/21	
7.			OXAZEPAM 10MG CAP		CXE	9/1/21	
8.			PHENYLEPHRINE 10% OPH		CXC	6/28/21	
9]			PHENOBARBITAL 100MG T		CXI	6/3/21	

Enter ?? for more actions

SI Select Item

SR (Search Queue)

Select Action:Quit//

SO Sort Entries

MV (Message View)

Figure 5.6-16: CXE Status in Holding Queue List View

The RxChange Response details displays the RxRenewal Response Message type.

eRx Holding Queue Display		Oct 01, 2020@14:26:09	Page: 1 of 6
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: 177.8(cm) (04/20/2020)		eRx WT: 90.26(kg) (04/20/2020)	
RXCHANGERESPONSE - APPROVED WITH CHANGES			
eRx Status: RXCHANGE RESPONSE - PROCESSING ERROR			
Change Request Type: Script Clarification			
*****MEDICATION PRESCRIBED*****			
eRx Patient Primary Telephone: [REDACTED]			
eRx Patient: [REDACTED]		DOB: [REDACTED]	
Vista Patient: [REDACTED]		DOB: [REDACTED]	
eRx Provider Primary Telephone: [REDACTED]			
eRx Provider: [REDACTED]		NPI: [REDACTED]	
Vista Provider: [REDACTED]		NPI: [REDACTED]	
eRx Drug: predniSONE 1 MG Oral Tablet			
eRx Qty: 60		eRx Refills: 5 eRx Days Supply: 30	
+ Enter ?? for more actions			
VP VALIDATE PATIENT		VM VALIDATE PROVIDER	
P Print		RJ (Reject)	
H (Hold)		UH (Un Hold)	
Select Action:Next Screen//		VD VALIDATE DRUG/SIG	
		AC (Accept eRx)	
		RM (Remove eRx)	

Figure 5.6-17: RxChange Response - Message Details Screen for CXE

When the user exercises one of the available actions, a warning is displayed that the corresponding HQ/OP record may not have been auto-canceled/auto-discontinued. The user is prompted to select Yes or No. Upon selecting Yes, the status of the record changes to CXI. Upon selecting No, the record remains in CXE status.

eRx Holding Queue Display		Oct 01, 2020@14:30:49	Page: 1 of 6
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: 177.8(cm) (04/20/2020)		eRx WT: 90.26(kg) (04/20/2020)	
RXCHANGERESPONSE - APPROVED WITH CHANGES			
eRx Status: RXCHANGE RESPONSE - PROCESSING ERROR			
Change Request Type: Script Clarification			
*****MEDICATION PRESCRIBED*****			
eRx Patient Primary Telephone: [REDACTED]		DOB: [REDACTED]	
eRx Patient: [REDACTED]		DOB: [REDACTED]	
Vista Patient: [REDACTED]			
eRx Provider Primary Telephone: [REDACTED]			
eRx Provider: [REDACTED]		NPI: [REDACTED]	
Vista Provider: [REDACTED]		NPI: [REDACTED]	
eRx Drug: predniSONE 1 MG Oral Tablet			
eRx Qty: 60		eRx Refills: 5	eRx Days Supply: 30
+ Enter ?? for more actions			
There was a processing error.			
Please validate that the eRx was discontinued in Outpatient Pharmacy and/or canceled in the Holding Queue.			
Would you like to continue to process the record?? YES// <input type="checkbox"/>			

Figure 5.6-18: RxChange Response Processing Error Warning Text/Prompt

Once the status of the CXE record is changed to CXI, the user can exercise the record same way as a fillable change response record that was originally in CXN/CXY status. For information on how to process a fillable change response, refer to section [5.6.1 Fillable RxChange Response Process](#).

NOTE: Additional CXE information are as follows:

CXE applies to fillable change response types only.

1. When a user selects an Active eRx from OP that has an outstanding RxChange Request and locks it, and at the same time a fillable RxChange Response is received.
2. When a RxChange Request is sent out for a prescription, the original prescription is manually discontinued before receiving a response, following which a fillable RxChange Response is received.
3. When a RxChange Request is sent for a prescription expired within 120 days, the patient record is locked in OP during which, a fillable RxChange Response message is received.
4. When a RxChange Request is sent for a prescription expired within 120 days, the original is manually discontinued following which, a fillable RxChange Response message is received.
5. When a RxChange Request is sent for a prescription discontinued within 120 days and a fillable RxChange Response message is received.
6. When a user selects an Active eRx in OP that has an outstanding RxChange Request and locks it, and at the same time a fillable RxChange Response is sent, the Prescription gets auto-discontinued and the corresponding Response is marked as CXN/CXY in the Holding

Queue. However, if the record is locked in Edit mode in OP, the response fails to auto-discontinue and is marked as CXE in the Holding Queue.

7. When a RxChange Request is sent out for a prescription, and it is renewed within VA, the prescription becomes a non-electronic prescription. If a fillable RxChange Response is then sent, the VA Order (non-eRx) is not modified by the response. The response is marked as “CXE” in the Holding Queue.

5.6.2 Non-Fillable RxChange Response Process

5.6.2.1 Approved RxChange Response for P Request Type

For a P change request type, one of the response types is Approved, which is not a fillable prescription but an ‘information only’ kind of message.

When a RxChange Response – Approved for a P request type is received in the Holding Queue, it is displayed in the List View in “CXY” status (RxChange Response – Prior Auth - New).

PSO ERX HOLDING QUEUE		Oct 01, 2020@14:35:55		Page: 18 of 20	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 03, 2020)			
+	Patient	DOB	Drug	Provider	STA Rec Date
256.			metformin (GLUCOPHAGE		RM 9/23/20
257.			GABAPENTIN 100MG CAP		CXC 9/24/20
258.			HEPARIN 5000U/ML 1ML		RM 9/24/20
259.			Janumet 1000 mg-50 mg		RM 9/24/20
260.			ibuprofen (MOTRIN) 80		CXC 9/25/20
261.			ibuprofen (MOTRIN) 80		CXE 9/25/20
262.			N/A		CXD 9/28/20
263.			Janumet 1000 mg-50 mg		CXC 9/29/20
264.			Janumet 1000 mg-50 mg		CXC 10/1/20
265.			Fosamax Plus D 70 mg-		CXY 9/17/20
266.			Fosamax Plus D 70 mg-		CXY 9/17/20
267.			Fosamax Plus D 70 mg-		CXY 9/17/20
268.			Fosamax Plus D 70 mg-		CXY 9/18/20
269.			Fosamax Plus D 70 mg-		CXA 9/18/20
270.			Fosamax Plus D 70 mg-		CXY 9/21/20
+ Enter ?? for more actions					
SI Select Item		SO (Sort Entries)			
SR (Search Queue)		MV (Message View)			
Select Action:Next Screen//					

Figure 5.6-19: CXY Status in the Holding Queue List View

Select the record to view the RxChange Response details screen.

eRx Holding Queue Display		Sep 01, 2021@13:55:25	Page: 1 of 4
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: 167.64(cm) (10/05/2020)		eRx WT: 64.86(kg) (10/05/2020)	
RXCHANGERESPONSE - APPROVED		EPCS DEA VALIDATED	
eRx Status: RXCHANGE RESPONSE - PRIOR AUTH - NEW			
Change Request Type: Prior Authorization Required			
*****MEDICATION PRESCRIBED*****			
eRx Patient Primary Telephone: [REDACTED]			
eRx Patient: [REDACTED]		DOB: [REDACTED]	
Vista Patient: NOT LINKED		DOB: [REDACTED]	
eRx Provider Primary Telephone: [REDACTED]			
eRx Provider: [REDACTED]		DEA#: [REDACTED] NPI: [REDACTED]	
Vista Provider: NOT LINKED		DEA#: [REDACTED] NPI: [REDACTED]	
+ Enter ?? for more actions			
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)	
P Print	RJ (Reject)	AC (Accept eRx)	
H (Hold)	UH (Un Hold)	RM (Remove eRx)	
Select Action:Next Screen// [REDACTED]			

Figure 5.6-20: RxChange Response Details Screen – Approved for P Request Type

As the user continues to scroll, the RxChange Response Information section indicates the RxChange Response Message type is Approved.

eRx Holding Queue Display		Sep 01, 2021@13:55:52	Page: 2 of 4
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: 167.64(cm) (10/05/2020)		eRx WT: 64.86(kg) (10/05/2020)	
+ *****RXCHANGE RESPONSE INFORMATION*****			
APPROVED			
Response Date/Time: SEP 01, 2021@13:55:07			
Note: Approved RxChange Response for P Type RxChange Request			
Prior Authorization:			
Prior Authorization Status:			
Drug Coverage Status:			
RxChange Response Comments:			
Comments By:			
Comments Date/Time:			
+ *****RXCHANGE REQUEST INFORMATION*****			
+ Enter ?? for more actions			
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)	
P Print	RJ (Reject)	AC (Accept eRx)	
H (Hold)	UH (Un Hold)	RM (Remove eRx)	
Select Action:Next Screen// [REDACTED]			

Figure 5.6-21: RxChange Response Information Section

There is no user intervention required on the Approved RxChange Response (for P Request Type), other than acknowledging. For more information on how to acknowledge a record in actionable status, refer to section [5.9 Acknowledge: Hidden Action for RxChange Response/Inbound Error](#).

The <VP>, <VM>, <VD>, <Hold>, <UnHold>, <RJ>, <RM>, and <AC> actions are in parentheses (), therefore the user cannot select these actions for this message type.

5.6.2.2 Denied RxChange Response for all Request Types

Another RxChange Response message type is Denied. This indicates the change request is denied. This response applies to all request types.

When a RxChange Response – Denied type is received in the Holding Queue, it is displayed in the List View in “CXD” status (RxChange Response Denied).

PSO ERX HOLDING QUEUE			Oct 01, 2020@14:38:34		Page: 3 of 20	
PSO ERX HOLDING QUEUE			ERX LOOK-BACK DAYS: 120 (Jun 03, 2020)			
	Patient	DOB	Drug	Provider	STA	Rec Date
43.			IBUPROFEN 400MG TAB		CXP	8/10/20
44.			Methotrexate Sodium 2		CXA	8/10/20
45.			Topamax 100 MG Tablet		RJ	8/25/20
46.			Topamax 100 MG Tablet		RJ	8/25/20
47.			Topamax 100 MG Tablet		CXI	8/25/20
48.			Topamax 100 MG Tablet		CXV	9/3/20
49.			METFORMIN HCL 1000MG		CXC	9/9/20
50.			predniSONE 20 mg tabl		CXP	9/11/20
51.			METFORMIN HCL 1000MG		CXQ	9/15/20
52.			FOSINOPRIL NA 20MG TA		CXN	9/16/20
53.			TERAZOSIN HCL 5MG CAP		CXD	9/28/20
54.			Lisinopril-Hydrochlor		CXD	9/28/20
55.			METFORMIN HCL 1000MG		CXC	9/28/20
56.			simvastatin 40 mg tab		CXV	9/28/20
57.			FOLIC ACID 1MG TAB		CXC	9/29/20
+ Enter ?? for more actions						
SI Select Item		SO (Sort Entries)				
SR (Search Queue)		MV (Message View)				
Select Action:Next Screen//						

Figure 5.6-22: CXD Status in the Holding Queue List View

Select the record to view the RxChange Response details screen.

eRx Holding Queue Display		Sep 01, 2021@14:12:57		Page: 1 of 4						
eRx Patient: [REDACTED]										
eRx Reference #: [REDACTED]										
eRx HT: 167.64(cm) (10/05/2020)			eRx WT: 64.86(kg) (10/05/2020)							
RXCHANGERESPONSE - DENIED			EPCS DEA VALIDATED							
eRx Status: RXCHANGE RESPONSE DENIED										
Change Request Type: Prior Authorization Required										
*****MEDICATION PRESCRIBED*****										
eRx Patient Primary Telephone: [REDACTED]										
eRx Patient: [REDACTED]			DOB: [REDACTED]							
Vista Patient: NOT LINKED			DOB: [REDACTED]							
eRx Provider Primary Telephone: [REDACTED]										
eRx Provider: [REDACTED]			DEA#: [REDACTED]							
Vista Provider: NOT LINKED			NPI: [REDACTED]							
DEA#: [REDACTED]			NPI: [REDACTED]							
+ Enter ?? for more actions										
VP (VALIDATE PATIENT)		VM (VALIDATE PROVIDER)		VD (VALIDATE DRUG/SIG)						
P Print		RJ (Reject)		AC (Accept eRx)						
H (Hold)		UH (Un Hold)		RM (Remove eRx)						
Select Action:Next Screen//										

Figure 5.6-23: RxChange Response Details Screen – Denied

As the user continues to scroll, the RxChange Response Information section indicates the RxChange Response Message type is Denied.

eRx Holding Queue Display	Sep 01, 2021@14:13:54	Page: 2 of 4
eRx Patient: [REDACTED]		
eRx Reference #: [REDACTED]		
eRx HT: 167.64(cm) (10/05/2020)	eRx WT: 64.86(kg) (10/05/2020)	
+		
*****RXCHANGE RESPONSE INFORMATION*****		
DENIED		
Response Date/Time: SEP 01, 2021@13:50:37		
Note: Denied because doctor prescribed the same medication		
RxChange Response Comments:		
Comments By:		
Comments Date/Time:		
DENIED reason code: AA		
Code Description: Patient unknown to the Provider		
*****RXCHANGE REQUEST INFORMATION*****		
Requested By: [REDACTED]		
+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)
Select Action:Next Screen//		

Figure 5.6-24: RxChange Response Information Section

There is no user intervention required on the Denied RxChange Response other than acknowledging. For more information on how to acknowledge a record in actionable status, refer to section [5.9 Acknowledge: Hidden Action for RxChange Response/Inbound Error](#).

The <VP>, <VM>, <VD>, <Hold>, <UnHold>, <RJ>, <RM>, and <AC> actions are in parentheses (), therefore the user cannot select these actions for this message type.

5.7 Inbound Error – CRE

Inbound ERROR message is the NCPDP 2017071 format for Inbound Error message received in VistA under certain situations, including the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

When a RxChange Request sent from VistA Outpatient Pharmacy results in an Inbound Error, it is retrieved and displayed in the Holding Queue's list view with the status CRE (RxChange Request Error). This is an actionable entry and requires the user to acknowledge it.

For more information about <ACK> Acknowledge, refer to section [5.9 Acknowledge: Hidden Action for RxChange Response/Inbound Error](#).

5.8 Add Comments: Hidden Action for RxChange Request/Response

There is a free-text Comment field in the Message Details view for RxChange Request and Response messages. This field allows users to enter additional comments on the RxChange Request and Response messages. To add a comment:

1. Type action <AD>.
2. Type Request/Response comments.

```
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: 177.8(cm) (04/09/2020)          eRx WT: 90.26(kg) (04/09/2020)
+
eSig Text1.

*****RXCHANGE REQUEST INFORMATION*****
Requested By: [REDACTED]
Request Date/Time: MAY 26, 2020@13:11:59

RxChange Request Comments:
Comments By:
Comments Date/Time:

*****MESSAGE HISTORY*****
Request Reference #: [REDACTED]
New eRx Reference #: [REDACTED]
Response eRx Reference #: [REDACTED]
Enter ?? for more actions
VP (VALIDATE PATIENT)    VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P Print                 RJ (Reject)                AC (Accept eRx)
H (Hold)                UH (Un Hold)              RM (Remove eRx)
Select Action:Quit// AD  AD
REQUEST/RESPONSE COMMENTS: // SCREEN CAPTURE on 09/22/2020
```

Figure 5.8-1: Add Comments

3. Select <Enter>.

```
eRx Holding Queue Display      Sep 22, 2020@15:14:41      Page: 2 of 3
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: 177.8(cm) (04/09/2020)          eRx WT: 90.26(kg) (04/09/2020)
+
eSig Text1.

*****RXCHANGE REQUEST INFORMATION*****
Requested By: [REDACTED]
Request Date/Time: MAY 26, 2020@13:11:59

RxChange Request Comments: SCREEN CAPTURE on 09/22/2020
Comments By: [REDACTED]
Comments Date/Time: SEP 22, 2020@15:14:41

*****MESSAGE HISTORY*****
Request Reference #: [REDACTED]
New eRx Reference #: [REDACTED]
Response eRx Reference #: [REDACTED]
Enter ?? for more actions
VP (VALIDATE PATIENT)    VM (VALIDATE PROVIDER)    VD (VALIDATE DRUG/SIG)
P Print                 RJ (Reject)                AC (Accept eRx)
H (Hold)                UH (Un Hold)              RM (Remove eRx)
Select Action:Quit//
```

Figure 5.8-2: RxChange Request Comments

The user who made the comment displays in the “Comments By” field and the date/time the comments were made display in the “Comments Date/Time” field. Users can replace the comments with updated comments. When comments are replaced, the last user who made comments displays in the “Comments By” field and the date/time the comments were updated display in the “Comments Date/Time” field. To update or replace comments:

4. Type action <AD>.
5. Replace with updated comments.

```

eRx Reference #: 
eRx HT: 177.8(cm) (04/09/2020)          eRx WT: 90.26(kg) (04/09/2020)
+
eSig Text1.
*****RXCHANGE REQUEST INFORMATION*****
Requested By: 
Request Date/Time: MAY 26, 2020@13:11:59

RxChange Request Comments: SCREEN CAPTURE on 09/22/2020
Comments By: 
Comments Date/Time: SEP 22, 2020@15:14:41

*****MESSAGE HISTORY*****
Request Reference #: 
New eRx Reference #: 
Response eRx Reference #: 
Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print                    RJ (Reject)                AC (Accept eRx)
H (Hold)                  UH (Un Hold)              RM (Remove eRx)
Select Action:Quit// AD  AD
REQUEST/RESPONSE COMMENTS: SCREEN CAPTURE on 09/22/2020
Replace ... With SCREEN CAPTURE FOR USER MANUAL ON 09/22/2020

```

Figure 5.8-3: Replacing RxChange Request Comments

6. Select <Enter>.

```

eRx Holding Queue Display      Sep 22, 2020@15:16:23      Page: 2 of 3
eRx Patient: 
eRx Reference #: 
eRx HT: 177.8(cm) (04/09/2020)          eRx WT: 90.26(kg) (04/09/2020)
+
eSig Text1.
*****RXCHANGE REQUEST INFORMATION*****
Requested By: 
Request Date/Time: MAY 26, 2020@13:11:59

RxChange Request Comments: SCREEN CAPTURE FOR USER MANUAL ON 09/22/2020
Comments By: 
Comments Date/Time: SEP 22, 2020@15:16:23

*****MESSAGE HISTORY*****
Request Reference #: 
New eRx Reference #: 
Response eRx Reference #: 
Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print                    RJ (Reject)                AC (Accept eRx)
H (Hold)                  UH (Un Hold)              RM (Remove eRx)
Select Action:Quit//

```

Figure 5.8-4: RxChange Request Comments Updated

5.9 Acknowledge: Hidden Action for RxChange Response/Inbound Error

Once the user completes reviewing an Approved for Prior Authorization Request or a Denied RxChange Response message in the Holding Queue's list view, the user can exercise <ACK> Acknowledge Hidden action to remove the message from the list view. The resulting acknowledged message can be retrieved using <MV> Message View or <SR> Search.

Acknowledge is also enabled for the Inbound Errors with status CRE. When a RxChange Response – Denied type is received in the Holding Queue, it is displayed in the list view, and is in the actionable “CXD” status. When a RxChange Response – Approved type for Prior Authorization request is received in the Holding Queue, it is displayed in the list view, and is in the actionable “CXY” status.

PSO ERX HOLDING QUEUE		Sep 01, 2021@14:02:01		Page: 1 of 1	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: Default value 365 (Sep 01, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1]		ALPRAZOLAM 0.25MG TAB		CXY	9/1/21
2]		ALPRAZOLAM 0.25MG TAB		CXD	9/1/21
3.		ALPRAZOLAM 0.25MG TAB		CXD	9/1/21
4]		ALPRAZOLAM 0.25MG TAB		CXD	9/1/21
5]		ALPRAZOLAM 0.25MG TAB		CXV	9/1/21
6.		OXAZEPAM 10MG CAP		CXE	9/1/21
7.		OXAZEPAM 10MG CAP		CXE	9/1/21
8.		PHENYLEPHRINE 10% OPH		CXC	6/28/21
9]		PHENOBARBITAL 100MG T		CXI	6/3/21

Enter ?? for more actions

SI Select Item

SR (Search Queue)

Select Action:Quit//

SO Sort Entries

MV (Message View)

Figure 5.9-1: CXD Status in the Holding Queue List View

Select the record to view the RxChange Response details screen.

```

eRx Holding Queue Display      Sep 22, 2020@15:20:33      Page: 1 of 4
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: 177.8(cm) (04/20/2020)      eRx WT: 90.26(kg) (04/20/2020)

RXCHANGERESPONSE - DENIED
eRx Status: RXCHANGE RESPONSE DENIED
Change Request Type: DUE (Drug Use Evaluation)
*****MEDICATION PRESCRIBED*****
eRx Patient Primary Telephone: [REDACTED]
eRx Patient: JOANA,CLERK      DOB: [REDACTED]
Vista Patient: NOT LINKED      DOB: N/A

eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED]      NPI: [REDACTED]
Vista Provider: NOT LINKED      NPI: N/A

eRx Drug: metformin (GLUCOPHAGE-XR) 500 mg 24 hr tablet
eRx Qty: 90      eRx Refills: 3      eRx Days Supply: 90
+ Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print      RJ (Reject)      AC (Accept eRx)
H (Hold)      UH (Un Hold)      RM (Remove eRx)
Select Action:Next Screen//

```

Figure 5.9-2: RxChange Response Denied Details Screen

The user may type <ACK> at the prompt to acknowledge the RxChange Response message.

Once the user selects **Yes** at the prompt, the status of the message is changed from “CXD” to “CXA” and the message is not displayed in the list view. It can be found using <MV> Message View or <SR> Search.

PSO ERX HOLDING QUEUE				Sep 22, 2020@15:23:08	Page:	2 of 20
PSO ERX HOLDING QUEUE						
ERX LOOK-BACK DAYS: 120 (May 25, 2020)						
+	Patient	DOB	Drug	Provider	STA	Rec Date
27.		2/1/79			CXA	8/4/20
28.		2/1/79			CXA	8/10/20
29.		8/15/47			CXA	7/24/20
30.		9/5/57			CXA	9/17/20
31.		8/17/35			CXA	5/27/20
32.		8/17/35			CXA	7/13/20
33.		8/17/35			CXA	8/4/20
34.		2/22/33			CXA	8/4/20
35.		2/22/33			CXA	8/6/20
36.		2/22/33			CXA	8/6/20
37.		2/22/33			CXA	9/15/20
38.		2/22/33			CXA	9/17/20
39.		6/26/60			CXA	7/31/20
40.		6/26/60			CXA	8/4/20
41.		1/16/76			CXA	8/10/20
+ Enter ?? for more actions						
SI Select Item		SO (Sort Entries)				
SR (Search Queue)		MV (Message View)				
Select Action:Next Screen//						

Figure 5.9-3: CXA Status in the Holding Queue

Select the record to view the RxChange Response details screen, displaying the eRx status of RxChange Response Acknowledged.

eRx Holding Queue Display Sep 22, 2020@15:23:57 Page: 1 of 4

eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: 177.8(cm) (04/20/2020) eRx WT: 90.26(kg) (04/20/2020)

RXCHANGERESPONSE - DENIED
eRx Status: RXCHANGE RESPONSE ACKNOWLEDGED
Change Request Type: DUE (Drug Use Evaluation)
*****MEDICATION PRESCRIBED*****

eRx Patient Primary Telephone: [REDACTED]
eRx Patient: [REDACTED] DOB: [REDACTED]
Vista Patient: NOT LINKED DOB: N/A

eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED] NPI: [REDACTED]
Vista Provider: NOT LINKED NPI: N/A

eRx Drug: metformin (GLUCOPHAGE-XR) 500 mg 24 hr tablet
eRx Qty: 90 eRx Refills: 3 eRx Days Supply: 90

+ Enter ?? for more actions

VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)

Select Action:Next Screen//

Figure 5.9-4: RxChange Response Acknowledged Details Screen

NOTE: When the user acknowledges a RxChange Response with a status of “CXV”, it changes to “CXA”. The workflow is the same as “CXD” to “CXA”.

When a RxChange Request results in an Inbound Error with the status “CRE”, it is displayed in the list view as an actionable entry.

PSO ERX HOLDING QUEUE			Sep 22, 2020@15:26:25		Page: 1 of 8	
PSO ERX HOLDING QUEUE			ERX LOOK-BACK DAYS: 120 (May 25, 2020)			
	Patient	DOB	Drug	Provider	STA	Rec Date
1.			N/A	N/A	CNE	8/21/20
2.			N/A	N/A	CRE	9/9/20
3.			N/A	N/A	CRE	9/14/20
4.			N/A	N/A	CRE	9/15/20
5.			N/A	N/A	CRE	9/16/20
6.			N/A	N/A	CRE	9/21/20
7.			N/A	N/A	CRE	9/21/20
8.			N/A	N/A	CRE	9/21/20
9.		N/A	N/A	N/A	E	8/20/20
10.		N/A	N/A	N/A	E	8/26/20
11.		N/A	N/A	N/A	E	8/26/20
12.		N/A	N/A	N/A	E	8/26/20
13.		N/A	N/A	N/A	E	8/26/20
14.		N/A	N/A	N/A	E	8/27/20
15.		N/A	N/A	N/A	E	8/27/20
+ Enter ?? for more actions						
SI Select Item		SO (Sort Entries)				
SR (Search Queue)		MV (Message View)				
Select Action:Next Screen//						

Figure 5.9-5: CRE Status in the Holding Queue List View

Select the record to view the Inbound Error details screen, displaying an eRx status of RxChange Request Error.


```

eRx Holding Queue Display      Sep 22, 2020@15:27:39      Page: 1 of 2
eRx Patient: 
eRx Reference #: 
eRx HT: (cm)()                eRx WT: (kg)()

INBOUND ERROR
eRx Status: RXCHANGE REQUEST ERROR
eRx Patient:                                DOB:
Vista Patient: NOT LINKED                  DOB: N/A

eRx Provider:                            NPI:
Vista Provider: NOT LINKED                 NPI: N/A

eRx Drug:
eRx Qty:          eRx Refills:      eRx Days Supply:
eRx Written Date:          eRx Issue Date:

*****ERROR DETAILS*****
+ Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print                    RJ (Reject)                AC (Accept eRx)
H (Hold)                  UH (Un Hold)             RM (Remove eRx)
Select Action:Next Screen//

```

Figure 5.9-6: RxChange Request Error Details Screen

The user may type <ACK> Acknowledge at the prompt to acknowledge the RxChange Response message.

Once the user selects **Yes** at the prompt, the status of the message is changed from “CRE” to “ICA” and the message is not displayed in the list view. It can be found using <MV> Message View or <SR> Search.

PSO ERX HOLDING QUEUE		Sep 22, 2020@15:29:38		Page: 5 of 8	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (May 25, 2020)			
	Patient	DOB	Drug	Provider	STA Rec Date
69.		N/A	N/A	N/A	E 9/21/20
70.		N/A	N/A	N/A	E 9/21/20
71.		N/A	N/A	N/A	E 9/21/20
72.		N/A	N/A	N/A	E 9/21/20
73.		N/A	N/A	N/A	E 9/21/20
74.			N/A	N/A	ICA 8/26/20
75.			N/A	N/A	ICA 9/11/20
76.			N/A	N/A	ICA 9/11/20
77.			N/A	N/A	ICA 9/11/20
78.			N/A	N/A	ICA 9/15/20
79.			N/A	N/A	ICA 9/16/20
80.			N/A	N/A	ICA 9/16/20
81.			N/A	N/A	ICA 9/21/20
82.			N/A	N/A	IRA 8/20/20
83.			N/A	N/A	IRA 9/9/20
+ Enter ?? for more actions					
SI Select Item		SO (Sort Entries)			
SR (Search Queue)		MV (Message View)			
Select Action:Next Screen//					

Figure 5.9-7: ICA Status in the Holding Queue

Select the record to view the Inbound Error details screen, with an eRx status of Inbound RxChange Request Error Acknowledged.

eRx Holding Queue Display		Sep 22, 2020@15:30:16	Page: 1 of 2
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: (cm)()		eRx WT: (kg)()	
INBOUND ERROR			
eRx Status: INBOUND RXCHANGE ERROR ACKNOWLEDGED			
eRx Patient:		DOB:	
Vista Patient: NOT LINKED		DOB: N/A	
eRx Provider:		NPI:	
Vista Provider: NOT LINKED		NPI: N/A	
eRx Drug:			
eRx Qty:	eRx Refills:	eRx Days Supply:	
eRx Written Date:	eRx Issue Date:		
*****ERROR DETAILS*****			
+ Enter ?? for more actions			
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)	
P Print	RJ (Reject)	AC (Accept eRx)	
H (Hold)	UH (Un Hold)	RM (Remove eRx)	
Select Action:Next Screen//			

Figure 5.9-8: Inbound Error Details Screen – Inbound RxChange Request Error Acknowledged